

From: George Morino/=TMS/Toyota. Sent:9/12/2007 9:18 AM.
To: [-] Chris Santucci/=WDC/Toyota_NY@TOYOTA_NY.
Cc: [-] ctinto@tma.toyota.com;Kevin Ro/=WDC/Toyota_NY@Toyota_NY;Kirk
Forsht/=TMS/Toyota@toyota;Michiteru Kato/=HINPO/TMC0@TMC0;Mark_kubota@toyota.com.
Bcc: [-] .
Subject: Re: VIN's

We're still working on the Owner Name & Address and the mailing dates, but these are the CR comments I've picked up.

Please note that three of the complaints also have a second verbatim in the next column over. I've hi-lited them in yellow. Sorry, I've briefly skimmed the complaints but haven't read them in detail. I couldn't find any CR comments on the blank ones, but that may mean the customer did not provide a VIN or the CR rep didn't correctly record the VIN at the time of call. Customer may never have contacted us either...

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.

Chris Santucci/WDC/Toyota_NY@TOYOTA_NY

09/12/2007 05:24 AM To George Morino/TMS/Toyota@Toyota, Kirk Forsht/TMS/Toyota@Toyota
cc ctinto@tma.toyota.com, Kevin Ro/WDC/Toyota_NY@Toyota_NY, Michiteru
Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA
Subject VIN's

George and Kirk,

Can you run the VINs on all of these and get the name, address, and mail date from the campaign. All of them please, we'll discuss the "extra" VINs.

Thanks,
[attachment "ForTMCMeeting20070828WithVIN.xls" deleted by George Morino/TMS/Toyota]
Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs

Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
email: Chris_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip